

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-I-6-2010.11
Complainant	Shri Somabhai M Parmar, at village Gutardi, Tal: Savli.
Respondent	Shri M T Sangada, DE Desar S/dn of MGVCL
Date of hearing	01.07.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint regarding installation of meter on 3 phase connection by complainant.

Today on 1st July, 2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Somabhai M Parmar, appeared as himself whereas Shri M T Sangada, DE Desar S/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows:

1. The installation of 7.5 HP, A-I tariff (Flat Rate) village Gutardi was checked by MGVCL on 06.11.2009 and found that the complainant was using phase convertor during single phase power supply.
2. As per directives of circular No.COM:A:Phase splitter:1777 dated 15.11.2003 energy meter was installed to bill under Metered Tariff.

The complainant contended that energy meter should be removed by MGVCL and original flat tariff should be considered as a special request.

The Respondent Shri M T Sangada, DE Desar S/dn of MGVCL contended that they have followed the directives as per circular. Complainant had agreed in Panchnama about the usage of phase converter.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

- 1) The complainant had 7.5 HP, A-1 tariff (Flat Rate) three phase supply since many years.
- 2) On 06.11.2009, complainant was caught using phase convertor during single phase power supply.
- 3) As this was first electricity theft observed and noted by MGVCL, complainant was asked to pay amount of Rs.12254/- and Rs.7500/-

and after payment, complainant was provided energy meter to bill under Metered Tariff.

- 4) This was done under the directives from circular No.COM:A:Phase splitter:1777 dated 15.11.2003.

In view of the above discussion, the Forum opines that meter provided by Madhya Gujarat Vij Company Limited (MGVCL) is in order and the request of complainant to consider flat tariff i.e. on the basis of HP is rejected.

ORDER

The Forum directs Madhya Gujarat Vij Company Limited (MGVCL) to reject complainant's request to remove meter and to bill as per flat tariff rate.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>